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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of
Michael Wayne Brown, et al.
Serial No.: 10/015,266
Filed: 12/12/2001
Title: HOLD QUEUE WAIT
ESTIMATIONS
Atty Docket: AUS920010825US1

: Before the Examiner:
: Marie C. Ubiles
: Group Art Unit: 2642
: IBM Corporation (AP)
: c/o Amy J. Pattillo
: P.O. Box 161327
: Austin, Texas 78716

AMENDMENT AFTER ALLOWANCE UNDER 37 CFR 1.312

Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Applicants submit this amendment after allowance under 37 CFR 1.312, filed before or with the payment of the issue fee, and respectfully request entry of the amendment and timely issue of the application.

Applicants respectfully request amendment of claim 25, from the listing of claim 25 in the Examiner's amendment attached to the Notice of Allowance dated 12/12/2005, to read as follows. Applicants respectfully note that the amendment is requested to correct typographical errors in the claims and not to change the scope thereof.

25. (Currently Amended) A computer program product for estimating wait times within a hold queue, said computer program product comprising:
- a recording medium;
 - means, recorded on said recording medium, for receiving a plurality of calls at a call center, wherein each caller associated with a call from among said plurality of calls is identified by an authenticated caller identifier;
 - means, recorded on said recording medium, for retrieving, for each caller according to said authenticated caller identifier, a caller profile from among a plurality of

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